

< Mail Date >

Customer Name
Address
City, State ZIP

Important Information Regarding Your Prism TV Account

Dear <Customer Name>,

At CenturyLink, we are committed to implementing value-added improvements; however, the cost of the great programming that Prism TV provides continues to rise. As a result, we must periodically adjust rates to reflect various increasing costs. The increases to the **Monthly Recurring Charges (MRCs)** for Prism TV services as outlined below are consistent with your Prism TV Services Subscriber Agreement.

What you can expect to see with your next bill:

If you are receiving a promotional discount with your MRCs for a Prism TV package, your MRC will increase to the new 2019 rate. However, you will receive a **corresponding monthly credit** in the same amount for the remainder of your promotional discount term or Price Lock Guarantee term. Therefore, there will be no net impact to your monthly bill due to this rate increase during the remainder of your promotional period. The new 2019 rate and any discounts applied to the rate will be clearly indicated on your billing statement.

If you are not currently receiving a promotional discount with your MRCs for your Prism TV package, then you will see the full cost of these 2019 increases reflected on your billing statement.

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Prism TV Programming Package	Amount of Increase Effective March 2019	New Total MRCs Effective March 2019
Basic	\$5.00	\$34.99
Essential	\$10.00	\$106.99
Complete	\$10.00	\$111.99
Preferred with SHO + Starz	\$10.00	\$129.99
Preferred with HBO + EPIX	\$10.00	\$139.99
Premium	\$10.00	\$164.99
HD Service	\$0.50	\$12.49
SPORTS Plus	\$0.50	\$8.99
Cinemax	\$0.50	\$17.99
HBO	\$0.50	\$19.49
Showtime	\$0.50	\$17.99
Starz	\$0.50	\$17.99
Cinemax + Showtime	\$0.50	\$30.49
Cinemax + Starz	\$0.50	\$30.49
Cinemax + Starz + Showtime	\$0.50	\$43.49
HBO + Cinemax + Starz	\$0.50	\$43.49
HBO + Cinemax	\$0.50	\$32.49
HBO + Showtime	\$0.50	\$30.49
HBO + Starz + Showtime	\$0.50	\$43.49
HBO + Starz	\$0.50	\$30.49
Showtime + Cinemax + HBO	\$0.50	\$43.49
Showtime + Starz	\$0.50	\$30.49
Paquete Latino	\$0.50	\$8.99
AL Jazeera America	\$0.50	\$5.49
CTI-Zhong Tian Channel	\$0.50	\$12.49
TFC and FOD Bundle	\$0.50	\$13.49
Channel One Russia	\$0.50	\$15.45
Rai Italia	\$0.50	\$13.49
Sony TV / SET Asia	\$0.50	\$16.49
TV Asia	\$0.50	\$15.49
Zee TV Channel	\$0.50	\$15.49
TV Japan	\$0.50	\$25.50
China Central TV	\$0.50	\$10.50
The Filipino Channel	\$0.50	\$12.49
Filipino on Demand	\$0.50	\$8.49
STAR One	\$0.50	\$12.50
Prism TV Equipment	Amount of Increase Effective March 2019	New Total MRCs Effective March 2019
Set-Top Box Charges (Standard & Wireless)	\$1.01	\$11.00
DVR Service	\$0.50	\$10.49

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For more information, search for “2019 Prism Pricing” in the CenturyLink Support Center, located at <http://www.centurylink.com/help>.

Please contact a Customer Care representative at **866-904-1821** within 30 days of receiving your next bill if you believe there are any errors. ***Para asistencia en Español, llámenos al 800-244-1111.***

If you are not on any term commitment, you have a right to cancel your service in accordance with your Prism TV Services Subscriber Agreement, a copy of which is available www.centurylink.com/legal/prismsubscriberagreement.

Thank you for your business and your loyalty—we value you as our customer.

*Depending on services you select, these CenturyLink surcharges apply: Internet/Broadband Cost Recovery Fee; Prism Local Broadcast Surcharge; Prism Sports Network Surcharge; Non-Telecom Services Surcharge; and additional surcharges. These are neither taxes nor required by law but set by CenturyLink and may change. Additional taxes and fees will apply and appear on your monthly bill. For information about taxes, fees and surcharges, visit www.centurylink.com/feesandtaxes; rates subject to change.

An early termination fee of up to \$20, multiplied by the number of months remaining in customer’s then-current term commitment, if customer terminates Prism service before the end of the applicable term commitment (up to \$240 max.), will apply. If customer cancels one of the required bundled services during promotion, all promotional rates are void. Customer must remain in good standing and offer terminates if customer changes their account in any manner. Rates, packages and programming are subject to change without notice. Additional restrictions may apply. CenturyLink may change, cancel, or substitute offers and services, or vary them by service area, at its sole discretion without notice. All products and services listed are governed by tariffs, terms of service, or terms and conditions posted at centurylink.com/terms. Network Programmer On-the-Go Apps: On-the-go content is offered by network programmer-supplied apps and is accessible using a Prism TV subscriber’s log in. Viewing ability requires qualifying device and Internet connection. The content available to individual subscribers depends on their Prism package, device, location and how they are accessing the content and will vary accordingly. Network programmer terms and conditions for each app will apply. Listing of available network programmer apps is available on centurylink.com/prismtv. Prism Center App: Dashboard app requires subscription to a Prism TV package. Content applicable to social media and vendor apps can be viewed on your TV only. Third-party terms and conditions apply.

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